

Telehealth Task Force Meeting

February 26, 2020

Talking Points for Telehealth Task Force members to share:

- 1) Subject matter expert presentations on telehealth use cases and their recommended solutions to extend telehealth adoption and utilization were provided by the Division of Medicaid, Saint Alphonsus Health System, and a group of three behavioral health subject matter experts on telehealth applications for autism, opioid and substance abuse, and severe emotional disorders.
- 2) Medicaid has formed a collaborative workgroup to evaluate new codes, monitor program and regulatory changes, and identify access issues. Medicaid will participate in the Telehealth Task Force efforts to support collaboration between the two groups.
- 3) Key takeaways
 - There is a need for clear and consistent telehealth reimbursement policies across all payers that also address the requirement for real-time validation of covered benefits for standard telehealth services.
 - Supporting sustainable business models in Idaho that increase access to telehealth healthcare services to expand telehealth growth and utilization is a priority.
 - Integrating telehealth into collaborative care models is vital and supports the delivery of behavioral health services.
 - Interoperability and utilization of electronic health records, HIPAA (Health Insurance Portability and Accountability Act) compliant audio-video platforms, as well as, education and promotion of telehealth resources is of paramount importance.
 - Inconsistent telehealth reimbursement and payer policies was described as a barrier.
 - It is important to utilize tools and resources, such as [Project ECHO](#), to link primary care providers with specialty care training opportunities.
 - Medicare addresses rural health; however, there are several urban healthcare access issues that could be addressed with telehealth that Medicare does not cover.
 - Utilization of asynchronous telehealth, e-consults, and implementing workflow changes for telehealth adoption and utilization require further review by the task force.



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